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| Application Number:                  | 09876788   |  |  |  |
| International Application Number:    |  |  |  |  |
| Confirmation Number:                 | 9002   |  |  |  |
| Title of Invention:                  | Method and system for providing electronic user assistance |  |  |  |
| First Named Inventor/Applicant Name: | Ronald A. Linyard  |  |  |  |
| Customer Number:                     | 65132  |  |  |  |
| Filer:                               | Robert C. Kowert   |  |  |  |
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| Application Type:                    | Utility under 35 USC 111(a)                                |  |  |  |

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# File Listing:

| Document<br>Number | Document Description | File Name                                    | File Size(Bytes)/<br>Message Digest | Multi<br>Part /.zip | Pages<br>(if appl.) |
|--------------------|----------------------|--|-------------------------------------|---------------------|---------------------|
| 1                  |                      | RespOA6-M179.pdf                             | 119622                              | yes                 | 17                  |
|                    |                      | 4dSc883b31Sd4047da8c14a7f03f23727a09<br>edba |                                     |                     |                     |

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| Amendment/Req. Reconsideration-After Non-Final Reject | 1     | 1   |  |  |
| Claims  | 2     | 12  |  |  |
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#### New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

### National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

#### New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.